Security
Administrative Services

Vision/Narrative

The Support Services Department includes Security, Parking, Warehouse, Mailroom, Reprographics, Switchboard, and the Facility Use Scheduling Office. Support Services operates under Administrative Services, under the general direction of the Vice President of Administrative Services, and under the immediate supervision of the Director of Security and Support Services.The Security Department provides for the safety of people and property on all District property and campuses. The Security Department is currently staffed by one full-time and four part-time officers. One officer is on duty at a time between the hours of 7 a.m.-11 p.m. daily on the Gilroy Campus and on duty 16 hours per week at the Morgan Hill and Hollister sites.. The Parking Monitor position has been eliminated, so the on-duty Security officer enforces parking regulations and must service all vehicles, parking machines, and pick up monies from all parking machines in addition to other duties.

All machines require daily maintenance as well as coordination of repairs with an outside vendor. The Switchboard/Reception Operator position was placed under the Support Services Department in 2008 and then the position was eliminated. The duties of the Operator were split between the Security Department, and the Facility Use Scheduling Office. The Warehouse provides all shipping, receiving, deliveries, inventory, record retention, and surplus services for all District departments. All office and classroom materials, books and equipment are processed and delivered by this department to staff and instruction, thereby providing faculty and staff the tools they need in order to directly serve students. The Warehouse serves the main campus as well as all satellite campuses. The department is staffed by one full-time employee.The Mailroom processes all incoming and outgoing mail. The value of the mailroom to all departments is becoming increasingly apparent as a vital tool to serve students and the community as well as for our outreach and recruitment of new students. The Mailroom is staffed by one half-time employee.The Reprographics department provides all duplication services for the district, including class handouts, some textbooks, board packets, and district forms. The operator duplicates and assembles materials for campus staff and coordinates repairs of all duplicating equipment. The operator also coordinates duplicating by outside vendors when necessary, including delivering and picking up those materials. The department is staffed by one full-time employee.The Facility Use Scheduling Office schedules all use of Gavilan College Facilities and properties by external users as well as providing much of the scheduling needs for internal users. The Scheduler assigns space, support staff, calculates costs, and processes payments for external users. The Scheduler also provides similar services for internal users as well as performs a quality check of all scheduling for credit and non-credit schedulers, checking and correcting errors. The Scheduler assures the integration of information between the R25 event scheduling software with Banner by performing daily and semester software integrations and working closely with the MIS department to reconcile software glitches. The Scheduler also trains new employees in the use of R25 and acts as a liaison for any technical difficulties with MIS and CollegeNet. The addition of the R25 scheduling software has created a greater workload for the Scheduler. In addition, the loss of the Switchboard/Reception Operator has necessitated temporarily assigning some Switchboard and reception duties to this office. The Facility Use Scheduling Office is staffed by one full-time employee.

Feedback from Supervisor / Dean

Program Objective 1: Add one Full-time and one Part-time Security Officer for 11p.m. - 7 a.m. shifts

Strategy and Goal(s):

Not Applicable: RESUBMITTED: Copied from Academic Year 2013-14

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

No: This is a new request.

Activity 1: Add one F/T & one P/T Security Officer to cover 11p-7a on main campus

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Classified	1	100%	$ 60000.00	General Fund / On-Going
Other: *p/t security*	1	50%	$ 30000.00	General Fund / On-Going

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		
Budget Committee		
President's Council		

Program Objective 2: Purchase and install five Emergency Call boxes

Strategy and Goal(s):

Not Applicable: RESUBMITTED: Copied from Academic Year 2014-15

IEC Program Review:

No: Not addressed by IEC.

Progress:

No- None -

Activity 1: purchase and install five new emergency call boxes

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested ($)	Fund Source / Type
Equipment	$ 65000.00	General Fund / One-Time
Total Requested	*$ 65000.00*	

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		
Budget Committee		
President's Council		

Program Objective 3: Conduct annual campus surveys to determine customer needs and rate customer satisfaction.

Strategy and Goal(s):

Not Applicable: RESUBMITTED: Copied from Academic Year 2014-15

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

Yes: New tracking software has been installed to compile workload data of security staff.

Activity 1: Develope tracking methods in each department to determine workload and efficiency.

Personnel Request - *none*
Non-Personnel Request - *none*

Activity 2: Conduct annual campus surveys to determine customer needs and rate customer satisfaction.

Personnel Request - *none*
Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		
Budget Committee		
President's Council		